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ABSTRACT

Developed to be a standard reference guide, this glossary contains terms generally associated with program evaluation and terms specifically employed in rehabilitation program evaluation. Target audiences include rehabilitation program evaluation personnel and the consumers of evaluation information such as program administrators, counselors, and program planners. In addition, it is intended to provide common definitions and to assist new program evaluation personnel in becoming familiar with evaluation terminology. A section on use of the glossary also addresses compilation of the glossary and suggestions for future development. The main body of the glossary lists each term with the date it was entered into the glossary and its basic definition. Terms are also cross-referenced to narrower, broader, and related terms. An alphabetical index lists all words included in the glossary. (YLB)

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# PROGRAM EVALUATION TERMS: A GLOSSARY

Edited

by

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FORWARD

The University of Michigan Rehabilitation Research Institute (UM-RRI) was established in 1976 in response to the Rehabilitation Act of 1973, with funding from Rehabilitation Services Administration. Since its establishment, the UM-RRI has been working toward meeting several short and long range objectives in rehabilitation program evaluation to:

1. Develop alternative conceptual models that may be used as a framework for comprehensive program evaluation in the Federal-State Rehabilitation program.
2. Review and conduct research on existing program evaluation instruments to determine their feasibility for current use and to determine their need for additional development and validation.
3. Identify, design, develop, test, validate, demonstrate and disseminate program evaluation instruments, techniques, and methodologies that are consistent with conceptual models for comprehensive program evaluation in rehabilitation.
4. Develop criteria for designing, developing, testing, and validating new and existing program evaluation instruments, techniques, and methodologies that

consider measurement of impact, effectiveness, effort, efficiency and output.

5. Develop a handbook of program evaluation instruments, techniques, and methods that may be used by evaluators in the Federal-State Rehabilitation program.
6. Develop a thesaurus of program evaluation terminology that will serve as a basis for achieving a common terminology in program evaluation.
7. Conduct periodic research utilization conferences to demonstrate the use of techniques, instruments, methods in rehabilitation program evaluation to encourage the utilization of evaluation strategies by program evaluators in the Federal-State Rehabilitation program.
8. Conduct periodic needs assessment through a variety of means to determine existing and continuing needs for research and development of specific instruments and techniques that will advance rehabilitation program evaluation technology beyond what is required by the current General Standards of Evaluation of Programs in accordance with the 1973 Rehabilitation Act.

The development of this glossary of program evaluation terms is viewed as a beginning step to assist in achieving a common terminology in rehabilitation program evaluation. Future revisions of this glossary are planned. Suggestions are invited so that future editions may be more representative of as many persons as possible who are involved in rehabilitation program evaluation.

Appreciation is expressed for the general support provided the UM-RRI in this work, to Mr. Nathan Ed Acree and Dr. Dino Reed, Central RSA, Washington D.C.; Mr. Ralph Church and Mr. Terry Conour, Region V RSA, Chicago, Illinois; Mr. Isaac Johnson and Ms. Mary Cason, Region VII RSA, Kansas City, Missouri; and members of the UM-RRI Advisory Committee.

Don K. Harrison
Director, UM-RRI

## PREFACE

This glossary of terms represents an effort by The University of Michigan Rehabilitation Research Institute (UM-RRI) to systematically identify and define terms commonly used in program evaluation. It is intended to be used by all constituents of the rehabilitation program, evaluators, administrators, planners, counselors, and clients. It was developed to begin to help fill a need in the rehabilitation community, namely the lack of a consensus regarding how program evaluation terms are defined. This lack of common definitions is felt to be responsible, in part, for some of the misunderstanding and resistance which often accompanies program evaluation.

A common set of definitions may assist users of program evaluation information to specify the type of information they require and identify the purposes for which it is intended. As a reference for rehabilitation personnel, this glossary is intended to at least provide a ready means to locate and define evaluation terms.

This document is intended as a first step in the development of a glossary. Although an effort has been made to be comprehensive in listing terms, users may have additional comments and suggestions, which are encouraged. The UM-RRI intends to periodically review and update this glossary.

A word of appreciation is extended to the ICD Research Utilization Laboratory for their permission to use the information classification system which they developed. A special note of thanks is given to Mrs. Betty DeWolf, Administrative Assistant of the UM-RRI for her editorial assistance. This document could not have been produced without the clerical support of Arlene Ridenour, Michael Childers, and Rita Sarbach.

Ralph M. Crystal
Research Director

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# INTRODUCTION

The demand that human service programs be held accountable for their activities has led to the rapid development and proliferation of program evaluation techniques and strategies in the 1970's. The General Standards for evaluation of the state-federal rehabilitation program are an example of a response to a legislative requirement mandating that annual evaluations of program performances be conducted.

Paralleled to the development of program evaluation approaches has been the influx of evaluation personnel with varying backgrounds to design and conduct evaluation studies. Program evaluation personnel come from different professional disciplines and have different levels of expertise. To further complicate the issue, program evaluation approaches often borrow their concepts from previously developed research designs. As a result of these developments, there is not always a consensus about the meaning of program evaluation terminology.

The University of Michigan Rehabilitation Research Institute (UM-RRI) has recognized the need for a document which is essentially a glossary of commonly used program evaluation terms. This utilization monograph, the third in the UM-RRI's Utilization Series, is a first attempt at the

development of a glossary of program evaluation terms. This glossary is to be viewed as a common stimulus through which the definition of the terms contained in this document can continue to be refined. It is expected that this glossary will provide the rehabilitation community with common definitions of program evaluation terms.

## Background to this Project

The Rehabilitation Research Institute at The University of Michigan was established in 1976 with funding from the Rehabilitation Services Administration (RSA). The UM-RRI's mission is to implement programmatic research on rehabilitation program evaluation and to identify, develop, demonstrate, and encourage the utilization of evaluation techniques and strategies for the measurement of rehabilitation program effectiveness as a basis for program improvement.

As part of its mission, the UM-RRI has focused on surveying the rehabilitation community to assess program evaluation needs and to identify issues and problems in rehabilitation program evaluation. Based upon the information gathered through this process, the objectives of the UM-RRI are to (a) develop a conceptual approach to rehabilitation program evaluation, (b) assess and analyze problems and concerns in rehabilitation evaluation, (c) compile, test, and validate new and existing program evaluation instruments, (d) identify completed and ongoing rehabilitation

evaluation studies, and (e) provide technical assistance and conduct utilization conferences for state agency personnel.

## Purpose of this Glossary

This glossary was developed for use by personnel in the rehabilitation program. Its purpose is to develop a standard reference through which terms used in program evaluation will be clearly defined. It contains terms which have been associated generally with program evaluation and terms specifically employed in rehabilitation program evaluation.

Terms in the glossary are cross referenced to provide further clarity and to enhance utilization. The target audiences for this glossary includes rehabilitation program evaluation personnel and the consumers of evaluation information such as program administrators, counselors and program planners. This encompasses individuals who are familiar with program evaluation terminology and individuals who may not be familiar with the various terms and concepts. In addition, this glossary is intended to assist new program evaluation personnel in becoming familiar with evaluation terminology.

Another purpose of this glossary is to enhance communication between RSA, state rehabilitation agency personnel, and other constituents of the rehabilitation program. By having a common language, it is hoped that less problems and misunderstandings will occur when program evaluation

is discussed.

It is the intention of the UM-RRI to periodically update this glossary just as dictionaries and thesauruses are updated. Input from rehabilitation personnel regarding the definitions of terms is encouraged. To facilitate this process, a section in the glossary is provided for user comments and reactions. The UM-RRI is especially interested in refinement of definitions.

## HOW TO USE THE GLOSSARY

The focus of this chapter is on a description of the content and format of the glossary. The three areas addressed are (a) how the glossary was compiled and put together, (b) how to use the glossary, and (c) suggestions for future development.

### Compilation of the Glossary

The first step in the development of the glossary was the identification of relevant terms and definitions. Books and monographs on program evaluation were searched. The reference section contains a listing of sources used to identify appropriate terms and definitions. Decisions were made regarding the universe of terms to be included. It was decided to limit the glossary to terms generally associated with program evaluation. Except for a limited number of words, terms associated with statistics, research, or rehabilitation have not been included.

Having identified the program evaluation terminology, the next step was to define those terms. When available, existing definitions were examined for clarity and applicability. In some cases, an existing definition was used. Reference to the source of the definition is made in those cases. However,

for the majority of terms, new definitions have been developed.

To further enhance clarity and promote utilization, a cross referenced classification system has been employed. A modification of the classification system for evaluation information developed by the ICD Research Utilization Laboratory (ICD-RUL) has been adapted. This cross reference system enables the reader to view each term in the broader context of those terms related to it. All words listed in the cross referencing system are defined in the glossary. Thus, the glossary is a self-contained cross referenced document. Using the ICD-RUL system means that the glossary is built on an existing classification framework.

## How to Use the Glossary

The terms in the glossary are listed in two ways. The first is a list of terms cross referenced with definitions. The second is an alphabetic listing of all words included in the glossary. This is the main body of the glossary An example of a glossary listing is presented below:

**CASE CLOSURE** May, 1979

The status of a case upon the termination of vocational rehabilitation service.

| | | | |
|---|---|---|---|
| BT | Case Status System<br>Client Outcome<br>Evaluation Criteria<br>Outcome Criteria | RT | Evaluation Standard<br>Outcome<br>Rehabilitation Outcome |
| NT | Non Rehabilitated Clients<br>Rehabilitant | | |

Definition

Each term is listed with the date it was entered into the glossary. Because this is the first edition of this document, all entries are listed as May, 1979. Following the term is the basic definition.

NT (Narrower Term) and BT (Broader Term)

The Narrower Term - Broader Term (NT-BT) indications are used to note hierarchical relationships between terms. Narrower Term is a subclsss of the word being defined and is considered to be a more specific part of the word. Broader Term is a larger category, and the term being defined is a subclass of the broader term.

Related Term (RT) has a close conceptual relationship to the term being defined. It does possess the direct class relationship as NT-BT words do. Included in this category are synonyms and near synonyms. As previously discussed, all NT's, BT's and RT's are cross referenced in the glossary.

## Suggestions for Future Development

A section at the end of the glossary is for comments and suggestions for further development of the glossary. Users of this document are requested to comment on definitions and the cross referencing system. Comments and suggestions of a general nature are also encouraged. As appropriate, reactions will be included in periodic updates of the glossary.

# GLOSSARY OF TERMS

## ACCOUNTABILITY

May, 1979

Being held responsible, liable, answerable for certain specified results with respect to an activity (over which one has authority).*

BT

RT Cost-Benefit Analysis
Evaluation Criteria

NT Compliance
Justification

*ERIC Thesaurus

---

## ACTIVITY

May, 1979

Work performed by program personnel to facilitate achievement of program objectives.

BT Program

RT

NT

---

## ANALYSIS

May, 1979

The understanding of the various components of something. For example, understanding the data elements of the Federal Evaluation Standards involves an analysis of the R-300 data tape and other records. A written report usually accompanies this procedure.

BT Methodology

RT

NT Systems Analysis

---

## ANTECEDENT VARIABLE

May, 1979

That which comes before the independent variable. It does not explain the relationship between the independent and dependent variables, but clarifies the influences which preceded this relationship.* For example, if work adjustment training is the independent variable and competitive employment the dependent variable, then prevocational assessment would be an antecedent variable.

BT Inferential Statistics

RT Consequent Variable
Evaluation Design

NT

*Rosenberg, Morrin

---

## APPROACH

May, 1979

The strategy employed in the evaluation of a program. An approach includes the instruments, clients, data collection and analysis procedures employed.

BT

RT Design
Methodology

NT

---

## AUDIT

May, 1979

An evaluation of state agency functioning in terms of fiscal management and compliance with federal regulations.

BT

RT Program Evaluation

NT

---

## BENEFIT COST ANALYSIS

May, 1979

Use Cost-Benefit Analysis

---

## CASE CLOSURE

May, 1979

The status of a case upon the termination of vocational rehabilitation service.

BT Case Status System
Client Outcome
Evaluation Criteria
Outcome Criteria

RT Evaluation Standard
Outcome
Rehabilitation Outcome

NT Non Rehabilitated Clients
Rehabilitant

---

## CASE DIFFICULTY

May, 1979

The determination (usually experienced in a numerical form) of the difficulty a client presents in terms of achieving a successful rehabilitation. This index is based upon client disabling conditions, demographic characteristics, work experience, educational level, and the success rate of clients posessing similar characteristics.

BT Outcome Criteria
Weighted Case Closure

RT Counselor Effectiveness
Outcome

NT

---

## CASE FLOW ANALYSIS

May, 1979

An analysis of the movement of clients through the rehabilitation program.* This analysis attempts to determine whether a client is receiving the specified services and that no undue delays are occurring in the process. Generally, the appropriateness, quality and impact of services on clients is not at issue in this type of analysis.

BT Evaluation Methods

NT Undue Delay

RT Case Review
Contingency Analysis
Cost-Benefit Analysis
Feasibility Study
Field Experiment
Follow-up
Input-Output Analysis
Longitudinal Study
Management By Objectives (MBO)
Management Information System (MIS)
Needs Assessment
Participant Observation
Policy Analysis
Program Evaluation and Review Technique (PERT)
Program Planning and Budgeting System (PPBS)
Systems Analysis
Treatment Adequacy Evaluation

*Spaniol

---

## CASELOAD

May, 1979

The number of clients being served by a counselor at a given period of time.

BT

NT

RT Evaluation Standards

---

## CASELOAD MANAGEMENT

May, 1979

The control of activities aimed at linking the rehabilitation service system to a consumer and coordinating the various system components in order to achieve a successful outcome.*

BT Rehabilitation Process

RT

NT

*Joint Commission on Accreditation of Hospitals

---

## CASE REVIEW

May, 1979

The evaluation of individual case files, primarily with reference to adherence to administrative standards.*

BT Evaluation Methods

NT

RT Case Flow Analysis
Contingency Analysis
Cost-Benefit Analysis
Feasibility Study
Field Experiment
Follow-up
Input-Output Analysis
Longitudinal Study
Management by Objectives (MBO)
Management Information System (MIS)
Needs Assessment
Participant Observation
Policy Analysis
Program Evaluation and Review Technique (PERT)
Program Planning and Budgeting System (PPBS)
Systems Analysis
Treatment Adequacy Evaluation

*Spaniol

---

## CASE STATUS SYSTEM

May, 1979

The administrative tracking system used by the Rehabilitation Service Administration (RSA, state agencies, and counselors), for the monitoring of clients in the rehabilitation program.

BT

NT Case Closure

RT Client Outcome Indicators
Rehabilitation Outcome

---

## CASE STUDY

May, 1979

An intensive review of individual cases to determine whether expected change after exposure to the program has been completed.*

BT Non-Experimental Design

RT

NT

*Gabriel

---

## CLIENT CHANGE

May, 1979

The measured effects, both positive and negative, of rehabilitation services on clients in terms of client functioning. In rehabilitation, these are usually thought of along the dimensions of vocational, psychological, social, physical, economic, family, and independent living functioning.

BT Outcome Criteria

NT

RT Effectiveness Indicators
Outcome
Rehabilitation Gain

---

## CLIENT GOAL

May, 1979

A desired end result which the client would like to achieve. It is developed jointly by the client and counselor based on an evaluation of client needs and established within the context of the mission of the rehabilitation agency.

BT Goal
Mission Statement

RT Program Goal

NT

---

## CLIENT NEED

May, 1979

Use Need

---

## CLIENT OUTCOME

May, 1979

The status of the client upon completion of the rehabilitation program. Dimensions of client outcome can include, but are not limited to, vocational, psychological, physical, family, social, and economic functioning.

BT Outcome
Rehabilitation Outcome

RT Case Status System
Evaluation Design
Outcome Criteria
Program Outcome

NT Case Closure
Client Satisfaction

---

## CLIENT SATISFACTION

May, 1979

A client's feeling about the rehabilitation program and services received.

BT Client Outcome
Effectiveness
Evaluation Criteria
Outcome Criteria

RT Evaluation Standard
Rehabilitation Gain
Rehabilitation Outcome

NT

---

## CLINICAL APPROACH

May, 1979

An evaluation of a program through the use of subjective methods.*

BT Non-Experimental Design

RT

NT

*Spaniol

---

## COMMUNITY NEED

May, 1979

A condition representing a specific lack of, or requirement for, something essential to people in a community.*

BT Need
Outreach

RT Evaluation Need
Problem Identification
Program Need
Research Need

NT

*Spaniol

---

## COMPETENCY EVALUATION

May, 1979

As used in rehabilitation this focuses on the individual's attainment of demonstrable and measurable attitudes, knowledge, and behavioral skills.

BT

RT

NT

---

## COMPLIANCE

May, 1979

The use of evaluation information to describe the degree to which program operations conform with legislative and other mandated requirements.

BT Accountability
Justification

RT

NT

---

## CONSEQUENT VARIABLE

May, 1979

A variable which clarifies the influence which follows the relationship between the independent and dependent variables. For example, if work adjustment training is the independent variable and competitive employment the dependent variable, then sustention of benefits would be a consequent variable.

BT Inferential Statistics

RT Antecedent Variable
Evaluation Design

NT

---

## CONTEXT

May, 1979

The circumstance and/or environment in which the evaluation occurs.*

BT

RT

NT

*Spaniol

---

## CONTINGENCY ANALYSIS

May, 1979

The simulation of an evaluation prior to its implementation to assess its probable outcomes and implications for decision making.*

BT Evaluation Methods

RT Case Flow Analysis
Case Review
Cost-Benefit Analysis
Critical Path Method
Feasibility Study
Follow-up
Input-Output Analysis

NT

*Spaniol

---

## COST ANALYSIS

May, 1979

See Cost-Benefit Analysis

---

## COST-BENEFIT ANALYSIS

May, 1979

An attempt to quantify costs and benefits in monetary terms. The ratio of benefits to costs per rehabilitation person provides a measure of program success.* Ideally benefits should be greater than costs.

BT Efficiency
Evaluation Methods

NT

RT Accountability
Case Flow Analysis
Case Review
Contingency Analysis
Cost Effectiveness Analysis
Field Experiment
Input-Output Analysis
Longitudinal Study
Management by Objectives (MBO)
Management Information System (MIS)
Needs Assessment
Operations Research
Participant Observation
Policy Analysis
Program Budgeting
Program Evaluation and Review Technique (PERT)
Program Planning
Program Planning and Budgeting System (PPBS)
Resource Allocation
System Analysis
Treatment Adequacy Evaluation

*Tenth Institute on Rehabilitation Issues

## COST-EFFECTIVENESS ANALYSIS

May, 1979

A means of relating the cost of a particular activity or project to effective performance or goal attainment.* The problem in this evaluation procedure is to relate monetary costs with non-monetary program and client outcomes. It is necessary to place a value on these non-monetary outcomes. Based on this analysis, decision makers may choose alternative programs on the basis of least and greatest effectiveness.

BT Efficiency
Evaluation Methods

NT

RT Cost-Benefit Analysis
Critical Path Method
Operations Research
Program Budgeting
Program Evaluation and Review Technique
System Analysis

*Tenth Institute on Rehabilitation Services

---

## COST UTILITY ANALYSIS

May, 1979

See Cost-Benefit Analysis

---

## COUNSELOR EFFECTIVENESS

May, 1979

The measurement of the extent to which a counselor is able to effect change in client functioning as related to client and program goals.

BT Effectiveness
Rehabilitation Outcome

NT Weighted Case Closure

RT Case Difficulty

---

## CRITERIA

May, 1979

Measurable indicators of an objective upon which a judgment or decision is based.*

BT

NT Evaluation Criteria
Evaluation Standards
Outcome Criteria

RT Evaluation Design
Measurement

*Spaniol

---

## CRITICAL PATH METHOD

May, 1979

A method used to determine the expected time of completion of (a) a total project (b) the sub-projects of which it is composed. CPM differs from the Program Evaluation and Review Technique (PERT) in that PERT goes further and seeks to estimate variances associated with expected time of completion.*

BT Evaluation Methods

NT

RT Contingency Analysis
Cost-Effectiveness Analysis
Operation Research
Program Evaluation and Review Technique (PERT)
Systems Analysis

*Tenth Institute on Rehabilitation Services

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## DATA

May, 1979

Simple, unstructured, and unorganized facts.*

BT

RT

NT

*Spaniol

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## DATA ELEMENTS

May, 1979

Elements, associated with each of the rehabilitation program evaluation General Standards, which have been selected as indicators of state rehabilitation program activity. They represent quantitative aspects of the concepts in the General Standards. They consist primarily of statistical measures.

BT General Standards

RT

NT

---

## DELAY

May, 1979

An Inappropriate length of time based upon individual client needs, within or between rehabilitation services.

BT Evaluation Criteria

RT Evaluation Standards

NT Undue Delay

---

## DELPHI METHOD

May, 1979

The process of systematically refining the opinions of experts in evaluating programs. This technique involves (a) obtaining opinions of experts by use of questionnaires, (b) controlled sharing (or feedback) and consequent reformulation of questionnaire results with the experts, and (c) aggregating individual opinion into an overall group judgment.*

BT Non-Experimental Design

RT

NT

*Bennett & Weisinger

---

## DEPENDENT VARIABLE

May, 1979

The presumed effect, in research, of the independent variable.

BT

RT Independent Variable

NT

---

## DESCRIPTIVE STATISTICS

May, 1979

Those statistics from which one can collect, tabulate, summarize, and present data for the purpose of describing a population or program. Their basic usefulness is the reduction of large masses of data into a meaningful form. Typical examples include mean, median, mode scores, and the standard deviation. Graphs and histograms are frequent methods of presentation.

BT Evaluation Methods

RT Evaluation Design
Inferential Statistics
Multivariate Statistics

NT Reliability
Validity

---

## DESIGN

May, 1979

A way of looking at a research problem and arranging the data collection procedure to be able to measure, in a more accurate manner, the outputs of a program.*

BT

RT Approach
Methodology

NT Experimental Design
Evaluation Design
Goal Free Evaluation
Non-Experimental Design
Quasi-Experimental Design

*Gabriel

---

## EFFECTIVENESS

May, 1979

Performance or output received from an approach or program. Ideally it is a quantitative measure which can be used to evaluate the performance level achieved in relation to criteria pertaining to end objectives. Example of such a measure would be the increase in annual earnings of clients in the rehabilitation program. This example assumes that an objective of the program is to increase the level of income of program participants.* If a program objective is to develop appropriate work skills in clients, a measure of effectiveness is the degree to which this is achieved.

BT Indicators

RT Client Change
Evaluation Criteria
Evaluation Design
Follow-up
Impact
Rehabilitation Gain

NT Client Satisfaction
Counselor Effectiveness
Goal Attainment
Goal Attainment Scaling
Program Effectiveness

*Tenth Institute on Rehabilitation Services

---

## EFFECTIVENESS INDICATORS

May, 1979

Use Effectiveness

---

## EFFECTIVENESS STUDIES

May, 1979

Use Effectiveness

---

## EFFICIENCY

May, 1979

The capacity to produce desired results with a minimum expenditure of energy, time, money, or materials.*

BT Indicators

NT Cost-Benefit Analysis
Cost-Effectiveness Analysis
Higher Order Efficiency
Lower Order Efficiency

RT Evaluation Criteria
Evaluation Design

*ERIC Thesaurus

---

## EFFICIENCY INDICATORS

May, 1979

Use Efficiency

---

## EFFICIENCY STUDIES

May, 1979

Use Efficiency

---

## EVALUATION

May, 1979

The process of determining the effectiveness and efficiency of a program to meet client needs and stated goals and objectives.

BT

RT Evaluation Research

NT Program Evaluation
Organizational Development

---

## EVALUATION CRITERIA

May, 1979

Measurable indicators of the degree to which a program meets specified objectives. Criteria are established prior to implementation of the program. Based upon these measures, the value of a program, in terms of program efficiency and effectiveness, can be determined.

BT Criteria
Methodology

NT Case Closure
Client Satisfaction
Delay
Non-Rehabilitated Client
Rehabilitant
Weighted Case Closure

RT Accountability
Effectiveness
Efficiency
Evaluation Standards
Goal Attainment
Outcome Criteria

---

## EVALUATION DESIGN

May, 1979

The conceptualization of a program in terms of evaluation questions and the organization of a data collection procedure to answer those questions.

BT Design
Evaluation Methods

NT Experimental Design
Ex Post-Facto Analysis
Non-Experimental Design
Quasi-Experimental Design

RT Antecedent Variable
Client Outcome
Consequent Variable
Criteria
Descriptive Statistics
Effectiveness
Efficiency
Evaluation Standards
Multivariate Statistics
Program Objective
Program Outcome

---

## EVALUATION METHODOLOGY

May, 1979

Use Evaluation Method

---

## EVALUATION METHODS

May, 1979

The various approaches and procedures used for the evaluation of a program.

BT Program Evaluation RT

NT
- Case Review
- Case Flow Analysis
- Cost-Benefit Analysis
- Cost-Effectiveness Analysis
- Contingency Analysis
- Critical Path Method
- Descriptive Statistics
- Evaluation Design
- Feasibility Study
- Field Experiment
- Follow-up
- Formative Evaluation
- Goal Attainment Scaling
- Goal Free Evaluation
- Input Analysis
- Input-Output Analysis
- Longitudinal Study
- Management By Objections (MBO)
- Management Information Systems (MIS)
- Multivariable Statistics
- Needs Assessment
- Operations Research
- Outcome Evaluation
- Participant Observation
- Policy Analysis
- Process Evaluation
- Program Budgeting
- Program Evaluation
- Program Evaluation and Review Technique (PERT)
- Program Planning and Budgeting System (PPBS)
- Summative Analysis
- System Analysis
- Treatment Adequacy Evaluation

---

## EVALUATION NEED

May, 1979

The necessity for a specific type of evaluation and the resources required to accomplish the evaluation.*

BT Need

NT

RT Community Need
Problem Identification
Program Needs
Research Need

*ICD-RUL

---

## EVALUATION RESEARCH

May, 1979

An evaluation process which emphasizes the measurement of cause-effect relationships through the use of experimental methods. An attempt is made to control as many variables as possible. A difficulty in the application of this approach in human service programs is that it requires the application of laboratory conditions to field situations in which the control of variables is not always easily achieved.*

BT Program Evaluation
Research

NT

RT Evaluation

*Spaniol

---

## EVALUATION STANDARDS

May, 1979

A term which indicates the criteria established for the evaluation of a state-federal rehabilitation program.

BT Criteria
General Standards

NT

RT Case Closure
Caseload
Client Satisfaction
Delay
Evaluation Criteria
Evaluation Design
Follow-up
Non-Rehabilitated Clients
Rehabilitants
Sustention of Benefits
Weighted Case Closure

---

## EVALUATION STRATEGIES

May, 1979

Use Evaluation Methods

---

## EXPERIMENTAL DESIGN

May, 1979

An investigation of possible cause and effect relationships by exposing one or more groups to one or more treatment conditions and comparing results to one or more control groups not receiving the treatments.*

BT Design
Evaluation Design

NT

RT Ex-Post-Facto Analysis
Non-Experimental Design
Quasi-Experimental Design

*Bennett & Weisinger

---

## EX POST-FACTO ANALYSIS

May, 1979

A study of effects conducted some length of time after the program has been completed. An examination of closed "rehabilitated" and "not rehabilitated" clients five years after closure to determine whether significant differences in employment status have occurred is an example of this type of analysis.

BT Evaluation Design

NT

RT Experimental Design
Non-Experimental Design
Quasi-Experimental Design

---

## FEASIBILITY STUDY

May, 1979

A small scale study to determine whether a program is appropriate to develop on a larger scale.

BT Evaluation Methods Research

NT

RT Case Flow Analysis
Case Review
Contingency Analysis
Field Experiment
Longitudinal Study
Management by Objectives (MBO)
Management Information System (MIS)
Needs Assessment
Participant Observation
Policy Analysis
Program Evaluation and Review Technique (PERT)
Program Planning and Budgeting System (PPBS)
Survey Research
Treatment Adequacy Evaluation

---

## FEEDBACK

May, 1979

The process by which information resulting from an evaluation is fed back into the program for use in program planning and decision making.

BT

NT

RT Research Utilization

---

## FIELD EXPERIMENT

May, 1979

A study which involves the manipulation of a least one independent variable by an experimenter in a natural social setting. It differs from a true experiment in that the controls (given by the artificial laboratory setting and the ability to randomize) found in true experiments are not present, hence the study is subject to invalidation due to the effects of context.*

BT Evaluation Methods

NT

RT Case Flow Analysis
Case Review
Cost-Benefit Analysis
Feasibility Studies
Longitudinal Study
Management by Objectives (MBO)
Management Information System (MIS)
Needs Assessment
Participant Observation
Policy Analysis
Program Evaluation and Review Technique (PERT)
Program Planning and Budgeting System (PPBS)
Survey Research
Systems Analysis
Treatment Adequacy Evaluation

*Caporaso & Roos

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## FOLLOW-ALONG

May, 1979

The process of monitoring and tracking clients on a regular and continuous basis of closed cases. This is done to identify and assist clients with difficulties which may arise.

BT

RT Follow-up

NT

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## FOLLOW-UP

May, 1979

A procedure in which individuals who have completed the rehabilitation program are surveyed at a specific period of time to determine factors which might include their current employment status, their satisfaction with services received and personnel who served them, additional needs they may have, and other related issues.

BT Evaluation Methods

NT

RT Case Flow Analysis
Case Review
Contingency Analysis
Effectiveness
Evaluation Standards
Follow-Along
Longitudinal Study
Management by Objectives (MBO)
Management Information System (MIS)
Needs Assessment
Participant Observation
Policy Analysis
Program Evaluation and Review Technique (PERT)
Program Planning and Budgeting System (PPBS)
Sustention of Benefits
Treatment Adequacy Evaluation

---

## FORMATIVE EVALUATION

May, 1979

A program evaluation procedure designed to aid in the development of a program not yet complete in concept. Its utility lies in the fact that program developers and service delivery staffs use this approach to gather relevant data to conduct feasibility studies in order to formulate operative program methodologies.* This approach is also used to evaluate an ongoing continuous program.

BT Evaluation Methods

RT Summative Evaluation

*Gabriel

---

## GENERAL STANDARDS

May, 1979

The criteria by which the state-federal rehabilitation program is evaluated. These Standards were develop in response to the Rehabilitation Act of 1973 which mandated such an evaluation process be established. The Standards are presented under three general headings which highlight principal areas of concern for rehabilitation program evaluation; persons served, program efficiency, and client outcomes.

BT

RT

NT Data Elements
Evaluation Standards
Performance Levels

---

## GOAL

May, 1979

A general statement of ends toward which some effort is directed. It is more specific than a mission statement, but less specific than an objective.

BT Mission Statement

RT Goal Setting

NT Client Goal
Objective
Program Goal
Program Objective

---

## GOAL ATTAINMENT

May, 1979

The level or degree of achievement of a program, client goal, or objective.*

BT Effectiveness

RT Evaluation Criteria

NT

*Spaniol

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## GOAL ATTAINMENT SCALING

May, 1979

A procedure that establishes a hierarchy of treatment or service goals for clients so that the result in terms of level and degree of client achievement of specified goals can be clearly seen and measured. This approach can be used to measure change in client functioning continuously throughout the rehabilitation process.

BT Effectiveness
Evaluation Methods
Goals Approach

RT

NT

## GOAL FREE EVALUATION

May, 1979

Evaluation which is concerned with a program's total effects, including intended effects, side effects, and unintended or unanticipated effects.

BT Design
Evaluation Methods

RT

NT

---

## GOAL SETTING

May, 1979

The process of establishing the broad, overall purposes and expectations of the program.

BT

RT Goal

NT

---

## GOALS APPROACH

May, 1979

The measurement of established program and/or client goals. The emphasis is on the outcomes and results of the program.

BT

RT Systems Theory

NT Goal Attainment Scaling

---

## HIGHER ORDER EFFICIENCY

May, 1979

An assessment of the program's net benefit to society, given all inputs and outputs. This is usually measured by a cost-benefit analysis.*

BT Efficiency

RT Lower Order Efficiency

NT

*Collignon

---

## IMPACT

May, 1979

Effect of a program which brings about a broad social change on clients, the community, or the rehabilitation agency by means of a particular program technique. Often a cost-benefit or cost-effectiveness technique is employed.

BT

RT Effectiveness

NT Outcome

---

## INDEPENDENT VARIABLE

May, 1979

A variable used in research that is manipulated by the experimenter. It is the presumed to influence the dependent variable.

BT

RT Dependent variable

NT

---

## INDICATORS

May, 1979

Measurements taken from a program, using program data, which refer to program performance.

BT

NT Effectiveness
Efficiency

RT Case Status System
Client Change
Rehabilitation Gain

---

## INFERENTIAL STATISTICS

May, 1979

Those statistics based on probability theory which make inference about a population when the data at hand covers only a small sample from the universe. Examples of inferential statistics are t-tests, analysis of variance, multivariate analyses, and other hypothesis testing techniques.

BT

NT Antecedent Variable
Consequent Variable

RT Descriptive Statistics
Multivariate Statistics

---

## INNOVATION

May, 1979

The introduction of new and unique policies, practices, or programs.*

BT

NT

RT

*Spaniol

---

## INPUT ANALYSIS

May, 1979

The study of client, counselor and community variables which impact on the program.

BT Evaluation Methods

NT

RT Outcome Evaluation
Process Evaluation

---

## INPUT-OUTPUT ANALYSIS

May, 1979

An economic technique designed to examine the effect changes in input variables have on the outcome or output variables of the system under study.

BT Evaluation Methods

NT

RT Case Flow Analysis
Case Review
Contingency Analysis
Cost-Benefit Analysis
Systems Analysis

*Tenth Institute on Rehabilitation Services

---

## INPUT-PROCESS-OUTPUT ANALYSIS

May, 1979

See Systems Analysis

---

## JUSTIFICATION

May, 1979

The use of evaluation data to support program budgets, program operations and other aspects of the program. This is often related to an evaluation of the program's net impact on the target population to justify continuation of the program.

BT Accountability

RT

NT Compliance
Program Justification

---

## LONGITUDINAL STUDY

May, 1979

Study of one entity or variable over two or more time points.* Often such an investigation will last for a period of years in order to detect differences over time.

BT Evaluation Methods

RT Case Flow Analysis
Case Review
Cost-Benefit Anlysis
Feasibility Study
Field Experiment
Follow-up
System Analysis

NT

*Caporaso & Roos

---

## LOWER ORDER EFFICIENCY

May, 1979

The cost-benefit analysis of programs, primarily in terms of inputs, such as case flow through time.*

BT Efficiency

RT Higher Order Efficiency

NT

*Colligan

---

## MANAGEMENT BY OBJECTIVES (MBO)

May, 1979

A management approach that tends to minimize undersirable behavioral effects. The principal feature of this type of management technique is the establishment of specific performance goals for each position, particularly for each managerial position.* Evaluation of the degree to which these performance goals are met is an integral aspect of this method.

BT Evaluation Methods

RT Case Flow Analysis
Case Review
Cost-Benefit Analysis
Feasibility Study
Field Experiment
Follow-up
Systems Analysis

NT

*Tenth Institute on Rehabilitation Services

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## MANAGEMENT INFORMATION SYSTEM (MIS)

May, 1979

An integration of the dynamic functions of an organization, such as instruction, personnel, service, and finance which provides a computer-aided system of information for control of the organization by administrators. It may be a reporting system or a decision-making system, depending on the level of application.*

BT Evaluation Methods

NT

RT Case Flow Analysis
Case Review
Cost-Benefit Analysis
Feasibility Study
Field Experiment
Follow-up
Policy Analysis

*Tenth Institute on Rehabilitation Services

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## MEASUREMENT

May, 1979

The process of determining the level of achievement or performance of an established criteria.

BT Methodology

NT

RT Criteria

---

## METHODOLOGY

May, 1979

Those assumptions, premises, logics, and postulates which detail for a researcher how to go about obtaining data, how to know the data, and how to communicate that data to others. Methodology should not be confused with data treatment techniques.

BT

RT Approach
Design

NT Analysis
Evaluation Criteria
Measurement

---

## MISSION STATEMENT

May, 1979

The overall stated purpose and direction of a program.

BT

RT

NT Client Goal
Goal
Objective
Program Goal

---

## MULTIVARIABLE STATISTICS

May, 1979

An assortment of descriptive and inferential techniques that have been developed to handle situations where sets of variables are involved either as predictors or as measures of performance.*

BT Evaluation Methods

NT

RT Descriptive Statistics
Evaluation Design
Inferential Statistics

*Harris

---

## NEED

May, 1979

A condition representing a specific lack of or requirement for something essential.*

BT

NT Community Need
Evaluation Need
Program Needs
Research Need

RT Needs Assessment
Organizational Need

*Spaniol

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## NEED IDENTIFICATION

May, 1979

The process of identifying those things which individuals, groups, or organizations lack or require in an essential way.*

BT

NT

RT

*Spaniol



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## NEEDS ASSESSMENT

May, 1979

The process of establishing goals and objectives which is done through a determination of client and community needs, and examined in light of services the program is mandated to provide. The determination of needs involves all constituents of the program, e.g., clients, counselors, administrators, employees, and service vendors.

BT Evaluation Methods

NT

RT Case Flow Analysis
Case Review
Cost-Benefit Analysis
Feasibility Study
Field Experiment
Follow-up
Need
System Analysis

---

## NON-EXPERIMENTAL DESIGN

May, 1979

A research design without control groups, to protect against possible rival explanations which may explain the results.*

BT Design
Evaluation Design

NT Case Study
Clinical Approach
Delphi Method

RT Experimental Design
Ex Post-Facto Analysis
Quasi-Experimental Design

*Weiss

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## NON-REHABILITATED CLIENTS

May, 1979

Clients who, upon completion of the rehabilitation program, do not achieve an employment status, e.g., competitive employment, homemaker, sheltered employee, or non paid home worker.

BT Case Closure
Evaluation Criteria

RT Evaluation Standards
Outcome
Rehabilitants

NT

---

## OBJECTIVE

May, 1979

A specific, operationally defined statement of an end toward which some effort is directed. Generally, a number of objectives are required in order to satisfactorily meet a goal.*

BT Goal
Mission Statement
Program Goal

RT

NT Program Objective
Subobjective
Ultimate Objective

*Spaniol

---

## OPERATIONS RESEARCH

May, 1979

The study of the application of mathematical techniques to choosing among various alternatives those decisions that will maximize some quantitatively measured goal. Among the common techniques used in operations research are: linear programming, probability theory, decision theory, and Monte Carlo Methods.*

BT Evaluation Methods

NT

RT Cost-Benefit Analysis
Cost-Effectiveness Analysis
Critical Path Method
Program Evaluation and Review Technique (PERT)
Systems Analysis

*Tenth Institute on Rehabilitation Services and Nagel & Neff

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## ORGANIZATIONAL DEVELOPMENT

May, 1979

Evaluation information which refers to the category of purposes which relate to the improved management of the program relative to achieving its objectives.*

BT Evaluation

NT

RT

*Spaniol

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## ORGANIZATIONAL GOAL

May, 1979

A general statement of an end toward which an organization's efforts are directed. The accumulation of goals is the plan for fulfilling the mission statement.*

BT

RT

NT

*Spaniol

---

## ORGANIZATIONAL NEED

May, 1979

A condition representing a specific lack of, or requirement for, something essential to meet the organization's goals.*

BT

RT Need

NT

*Spaniol

---

## OUTCOME

May, 1979

The results of a program. Outcomes can be measured in terms of changes in client functioning and achievement of rehabilitation objectives. Outcomes can also be assessed with regard to the program's impact on the agency, the community, and clients in general.

BT Impact

NT Client Outcome
Outcome Criteria

RT Case Closure
Case Difficulty
Client Change
Non-Rehabilitated Clients
Rehabilitant
Rehabilitation Gain

---

## OUTCOME CRITERIA

May, 1979

Standards or measures upon which a judgment about the results of a study are based.*

BT Criteria
Outcome

RT Client Outcome
Evaluation Criteria

NT Case Closure
Case Difficulty
Client Change
Client Satisfaction
Weighted Case Closure

*Spaniol

---

## OUTCOME EVALUATION

May, 1979

The study of the results of a program's activities. Usually the criteria used are the degree to which clients and the program have attained specified goals.*

BT Evaluation Method

RT Input-Analysis
Process Evaluation

NT

*Spaniol

---

## OUTREACH

May, 1979

Efforts to increase the availability and utilization of services, especially through identification, intervention, and interaction with the target population.*

BT

RT

NT Community Need

*ERIC Thesaurus

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## PARTICIPANT OBSERVATION

May, 1979

A method of gathering assessment data through a more or less continuous observation of program staff and/or service recipients while the program is in operation, with the participant observed sometimes disguised as a legitimate member of the program staff or as a service recipient.*

BT Evaluation Methods

NT

RT Case Flow Analysis
Case Review
Cost-Benefit Analysis
Feasibility Study
Field Experiment
Follow-up
Policy Analysis

*Weiss

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## PERFORMANCE APPRAISAL

May, 1979

The assessment of the quantity or quality of the work of an employee.*

BT

RT

NT

*Spaniol

---

## PERFORMANCE LEVELS

May, 1979

A range of values applicable to certain specified data elements, used with the rehabilitation general Standards to indicate relative standing.

BT General Standards

RT

NT

---

## POLICY ANALYSIS

May, 1979

The study of the category of purposes relating to decisions about long-range strategies and policies of the program.*

BT Evaluation Methods

NT Program Development
Program Planning

RT Case Flow Analysis
Case Review
Cost-Benefit Analysis
Feasibility Study
Field Experiment
Follow-up
Management Information System (MIS)
Participant Observation
System Analysis

*Spaniol

---

## PRE-EXISTING CONDITION

May, 1979

A characteristic of a program, an individual, or a situation which is present prior to the program and is assumed to influence its outcome.*

BT

RT

NT

*Spaniol

---

## PROBLEM IDENTIFICATION

May, 1979

The recognition of a situation, condition of people, of the environment considered undersirable by responsible program personnel.*

BT

NT

RT Community Need
Evaluation Need
Program Needs
Research Need

*Committee on Evaluation and Standards

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## PROCESS CRITERION

May, 1979

A standard or measure upon which a judgment about the relationship between pre-existing conditions, input, output, and outcome is based.*

BT

NT

RT

*Spaniol

---

## PROCESS EVALUATION

May, 1979

The study of a combination of program operations and techniques used by a program to accomplish its goals. Criteria usually are addressed to questions of conformity to, and expectations of the respective professions involved.

BT Evaluation Methods

NT

RT Input Analysis
Outcome Evaluation
Sustention of Benefits
Systems Analysis

---

## PROGRAM

May, 1979

Any formally organized system of research or service, e.g., a state rehabilitation agency, a research and training center, or a course in a university. A program can be relatively unidimensional in focus or can involve many components, each having its own set of goals and methods of operation.*

BT

RT Program Evaluation

NT Activity

*Glaser & Backer

---

## PROGRAM ADEQUACY

May, 1979

The degree to which a particular program eliminates the problem for which it was designed.

BT

RT

NT

---

## PROGRAM APPROPRIATENESS

May, 1979

The extent to which programs are directed toward those problems that are believed to have the greatest importance.

BT

RT

NT

---

## PROGRAM BUDGETING

May, 1979

The process that structures fiscal information to help decision makers relate activities to goals.*

BT Evaluation Methods

RT Cost-Benefit Analysis
Cost-Effectiveness Analysis

NT

*ERIC Thesaurus

---

## PROGRAM DEVELOPMENT

May, 1979

The improved management of the program relative to achieving its objectives.*

BT Policy Analysis

RT Program Evaluation

NT Program Planning

*Spaniol

---

## PROGRAM EFFECTIVENESS

May, 1979

The extent to which pre-established program objectives are attained as a result of a program activity.*

BT Effectiveness

NT

RT Program Efficiency
Program Evaluation
Program Impact Analysis
Program Planning

*Committee on Evaluation & Standards

---

## PROGRAM EFFICIENCY

May, 1979

The capacity to produce desired results within a program by appropriate utilization of resources (money, manpower, and services).

BT Program Evaluation

NT

RT Program Effectiveness
Program Impact Analysis
Program Planning

---

## PROGRAM EVALUATION

May, 1979

A systematic, continuous process of providing information about the value or worthiness of a program for purposes of decision making. The evaluation process attempts to determine the ability of a program to meet predetermined goals and objectives. Program evaluation employs experimental, quasi-experimental, and non-experimental techniques.*

BT Evaluation

NT Evaluation Methods
Evaluation Research
Program Efficiency
Program Impact Analysis

RT Audit
Program
Program Development
Program Effectiveness
Program Planning

*Spaniol

---

## PROGRAM EVALUATION AND REVIEW TECHNIQUE (PERT)

May, 1979

The determination of the expected times of completion of project and resulting subprojects. Also, used to estimate variances associated with these expected times of completion.*

BT Evaluation Methods

NT

RT Case Flow Analysis
Case Review
Cost Benefit Analysis
Cost-Effectiveness Analysis
Critical Path Method
Feasibility Study
Field Experiment
Follow-up
Operations Research
Systems Analysis

*Tenth Institute on Rehabilitation Services

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## PROGRAM GOAL

May, 1979

A general statement of an end toward which the organization's efforts are directed. The cummulation of goals is the plan for fulfilling the mission statement.*

BT Goal
Mission Statement

RT Client Goal
Program Objective

NT Objective

*Spaniol

---

## PROGRAM IMPACT ANALYSIS

May, 1979

The assessment of the effects of a program on clients and the community.*

BT Program Evaluation

RT Program Effectiveness
Program Efficiency

NT

*Spaniol

---

## PROGRAM JUSTIFICATION

May, 1979

The defense of a program to external sources.*

BT Justification

RT

NT

*Spaniol

---

## PROGRAM NEEDS

May, 1979

The monetary, manpower, and service resources necessary to (a) meet the needs of a target population and (b) fulfill the goals and objectives of a program.

BT Need

NT

RT Community Need
Evaluation Need
Problem Identification
Research Need

---

## PROGRAM OBJECTIVE

May, 1979

A statement of that particular situation or condition which is intended to result from the sum of program efforts.* For example, to train all clients who enter a work adjustment training program in job seeking skills is the example of a program objective.*

BT Goal
Objective
Ultimate Objective

NT Subobjective
Subsystem Objectives

RT Evaluation Design
Program Goal

*Committee on Evaluation and Standards

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## PROGRAM OUTCOME

May, 1979

Results of a program, intended and unintended, desirable, and undersirable.

BT

NT

RT Client Outcome
Evaluation Design
Rehabilitation Outcome

---

## PROGRAM PLANNING

May, 1979

The selection or identification of the overall, long-range objectives of the organization and the analysis of various possible courses of action in terms of their relative costs and accomplishments or benefits in order to decide which courses of action to follow in order to achieve those objectives.* The information obtained from an evaluation study is often used for program planning.

BT Policy Analysis
Program Development

NT Resourse Allocation

RT Cost-Benefit Analysis
Program Effectiveness
Program Efficiency
Program Evaluation

*Tenth Institute on Rehabilitation Services

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## PROGRAM PLANNING AND BUDGETING SYSTEM (PPBS) May, 1979

A system with the following distinctive characteristics:
(1) identifies and defines the fundamental objectives of the program and considers all activities in relation to those objectives
(2) explicity and systematically identifies alternative ways of carrying out the objectives
(3) estimates the total cost implications of each alternative, including capital and non-capital costs, direct and support costs and looks not only at the coming year, but several years into the future
(4) estimates the expected benefits of each alternative
(5) presents the resulting cost and benefit comparisons for each alternative, along with identification of major assumptions and uncertainties.*

BT Evaluation Methods

NT

RT Case Flow Analysis
Case Review
Cost-Benefit Analysis
Feasibility Study
Field Experiment
Follow-up
System Analysis

*Weiss

---

## PROGRAM SIDE EFFECTS May, 1979

All effects of the program operation other than attainment of the specified goal and objectives.

BT

RT

NT

---

## QUASI EXPERIMENTAL DESIGN

May, 1979

A design which attempts to approximate the conditions of experimental designs in a setting which does not allow the control and/or manipulation of all relevant variables.*

BT Design
Evaluation Design

RT Experimental Design
Ex Post-Facto Design
Non-Experimental Design

NT

*Bennett & Weisinger

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## REHABILITANTS

May, 1979

Clients who have completed vocational rehabilitation and achieved an employed closure status.

BT Case Closure
Evaluation Criteria

RT Evaluation Standards
Non-Rehabilitated Client
Outcome

---

## REHABILITATION

May, 1979

The process of restoring handicapped individuals to their fullest physical, mental, social, vocational, and economic usefulness of which they are capable.

BT

RT

NT

---

## REHABILITATION GAIN

May, 1979

The measurement of the impact of rehabilitation services have on clients. The difference between the functioning of the client at the time of closure and the time of intake is considered the gain attributable to rehabilitation services. Client functioning in areas such as vocational psychological, social, and physical functioning are usually considered as part of the overall client gain.*

BT

NT

RT Client Change
Client Satisfaction
Effectiveness
Indicators
Outcome

*Wright, Reagles, and Butler

---

## REHABILITATION OUTCOME

May, 1979

The client's status at the termination of services, i.e., "rehabilitated" or "non-rehabilitated".

BT

NT Client Outcome
Counselor Effectiveness

RT Case Closure
Case Status System
Client Satisfaction
Program Outcome

---

## REHABILITATION PROCESS

May, 1979

A planned, orderly sequence of services related to the total needs of the handicapped individual.*

BT

RT

NT Case Management

*McGowan & Porter

---

## RELIABILITY

May, 1979

The consistency of a measure or instrument with itself, i.e., the extent to which it will yield the same result on subsequent administration.

BT Descriptive Statistics

RT Validity

NT Systems Analysis

---

## RESEARCH

May, 1979

The process of creating new functional capacities through investigation and experimentation.*

BT

RT

NT Evaluation Research
Feasibility Study
Survey Research
Systems Analysis

*Joint Commission on Accreditation of Hospital

---

## RESEARCH NEED

May, 1979

A condition representing a specific lack of, or requirement for, something essential to conduct an investigation or experimentation.

BT Need

NT

RT Community Need
Evaluation Need
Problem Identification
Program Needs

---

## RESEARCH UTILIZATION

May, 1979

The application of research findings in a field setting. It can be related to change in a program, training of personnel in the research finding, or other related activities.

BT

NT

RT Feedback

---

## RESOURCE ALLOCATION

May, 1979

The distribution of the human, technological, organizational, and monetary materials for use in meeting client and program goals.

BT Program Planning

NT

RT Cost-Benefit Analysis
Resource

---

## RESOURCE

May, 1979

The human, technological, organizational, and monetary materials available for use in meeting program and client goals and objectives.*

BT

RT Resource Allocation

NT

*Stedman & Surles

---

## STANDARDS

May, 1979

Criteria, Evaluation Standards, and General Standards.

BT

RT

NT

---

## SUBOBJECTIVE

May, 1979

An objective which must be attained before the overall program objective may be obtained.*

BT Objective
Program Objective
Ultimate Objective

RT

NT

*Committee on Evaluation & Standards

---

## SUBSYSTEM OBJECTIVES

May, 1979

Specific, operationally defined statements of ends toward which the subsystem's efforts are directed. The culmination of objectives represents the plan by which an organizational goal is to be achieved.*

BT Program Objective

RT

NT

*Spaniol

---

## SUMMATIVE EVALUATION

May, 1979

The evaluation of the worth, value, or utility of an action program after it has been in operation for a period of time.*

BT Evaluation Methods

RT Formative Evaluation

NT

*Gabriel

---

## SURVEY RESEARCH

May, 1979

Research associated with a field study which involves sampling the population to answer a particular question. An example of a survey research project in rehabilitation would be a questionnaire distributed to closed clients to determine their satisfaction with services.

BT Research

RT Feasibility Study
Field Experiment

NT

---

## SUSTENTION

May, 1979

Use sustention of benefits

BT

RT

NT

---

## SUSTENTION OF BENEFITS

May, 1979

The degree to which the benefits obtained by the client through participation in the rehabilitation program are maintained over time following completion of the program

BT

RT Evaluation Standards
Follow-up
Process Evaluation

NT

---

## SYSTEMS ANALYSIS

May, 1979

The evaluation of programs by describing the organizational structure of a program, the stated functions of the program, and the processes by which that organizational structure, with those functions, accomplishes the program's objectives.

BT Analysis
Evaluation Methods
Research
Systems Theory

NT Reliability

RT Case Flow Analysis
Case Review
Cost-Benefit Analysis
Cost Effectiveness Analysis
Critical Path Method
Field Experiment
Input-Output Analysis
Longitudinal Study
Management by Objectives (MBO)
Needs Assessment
Operations Research
Policy Analysis
Process Evaluation
Program Evaluation and Review Technique (PERT)
Program Planning and Budgeting System (PPBS)
Treatment Adequacy Evaluation

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## SYSTEMS APPROACH

May, 1979

Use Systems Analysis

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## SYSTEMS THEORY

May, 1979

The search for an evaluation of alternatives which are relevant to defined objectives, based on judgment and/or quantitative methods. Any program designed to achieve an objective and requiring inputs and producing outputs is viewed as a system. The inputs and outputs involved may take on a large variety of forms. Systems theory may include both cost-benefit and cost-effectiveness analysis, as well as other types of analysis.*

BT

RT Goals Approach

NT Systems Analysis

*Tenth Institute on Rehabilitation Services

---

## TREATMENT ADEQUACY EVALUATION

May, 1979

The determination of the extent to which stated goals have been accomplished.*

BT Evaluation Methods

NT

RT Case Flow Analysis
Case Review
Cost-Benefit Analysis
Feasibility Study
Field Experiment
Follow-up
System Analysis

---

## ULTIMATE OBJECTIVE

May, 1979

A condition which is desired in and of itself according to the value system of those responsible for the program.

BT Objective

RT

NT Program Objective
Subobjective

---

## UNDUE DELAY

May, 1979

An excessive length of time in moving clients through all aspects of the program.

BT Case Flow Analysis
Delay

RT

NT

---

## UTILIZATION

May, 1979

Use Research Utilization

---

## VALIDITY

May, 1979

The extent to which a measure or instrument measures what it is intended to measure. This is often determined by examination of the correlation between results as an instrument and some other established criterion of what it was designed to measure.

BT Descriptive Statistics RT Reliability

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## VARIABLE

May, 1979

A word or a concept which is representative of a general class or category.

BT RT

NT

---

## WEIGHTED CLOSURE

May, 1979

Use Weighted Case Closure

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## WEIGHTED CASE CLOSURE

May, 1979

A procedure in which a value is assigned to closed clients depending on their level of employment. For example, if the minimum wage is used as a standard, values can be assigned to clients' wages depending on the level of the wages above and below this standard. Client demographic characteristics and case service expeditures are often included in the formula. This procedure is used to evaluate counselor and program effectiveness.

BT Counselor Effectiveness
Evaluation Criteria
Outcome Criteria

RT Evaluation Standards

NT Case Difficulty

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## COMMENTS SECTION

The UM-RRI is interested in the continued refinement and development of this glossary. Users of this document can assist us by identifying additional words and definitions or refinements to the definitions of words already included. Please return this form to the UM-RRI at the address on the cover.

| | Word | Already in The Glossary Y | N | Definition |
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Additional Comments and/or suggestions.

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